



State of New Jersey

DEPARTMENT OF HEALTH AND SENIOR SERVICES

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TRENTON, N.J. 08625-0367

www.nj.gov/health

JON S. CORZINE
Governor

FRED M. JACOBS, M.D., J.D.
Commissioner

May 2006

Dear Assisted Living Administrator:

The New Jersey Department of Health and Senior Services (DHSS) supports quality improvement initiatives in Assisted Living. The Department is sponsoring our fourth annual Assisted Living Quality Initiative Best Practices Program. This has been a very successful program. We invite everyone to participate in: **"The Social Experience: Using Resident Feedback to Enhance Activities, Recreation & Leisure."** The Assisted Living Best Practices Program will accept submissions from facilities until July 1, 2006.

We have enclosed a packet including submission forms for you to utilize. This application is for individual facilities to submit, not corporate offices.

All submissions will be reviewed. Up to three (3) awards will be presented based on facility size. Please indicate the number of beds on your application. The winners will receive a plaque from the DHSS and present their Best Practice at an Assisted Living Conference in September 2006.

You may obtain additional copies of the submission packet on the web at <www.hcanj.org>, <www.njanpha.org>, <www.njha.com> or <www.state.nj.us/health>. If you have any questions, please contact Pamela Gendlek, Best Practices Program Coordinator at <pamela.gendlek@doh.state.nj.us> or 609-633-8981.

Sincerely,

Elinor Fritz
Director
Health Facilities Evaluation & Licensing



How do you put smiles on their faces?



new jersey
department of health and senior services

2006 ASSISTED LIVING BEST PRACTICES PROGRAM

“The Social Experience: Using Resident Feedback to Enhance Activities, Recreation & Leisure”

Show us what you do best!

The NJ Department of Health and Senior Services supports quality improvement initiatives in assisted living and endorses the sharing of best practices by providers. The goals of the Best Practices Program are to recognize assisted living providers who have implemented practices that have contributed significantly to the quality of life of individuals served, and to offer other providers the opportunity to learn from and replicate these model practices.

All New Jersey assisted living providers are invited and encouraged to submit their best practice in the social experience for consideration for this year's Best Practices Award.

Up to three (3) awards will be presented. Programs will be considered based on facility size.

A “best practice” involves the care of individuals residing in an assisted living environment that

- **has an innovative approach;**
- **improves upon existing practice; and**
- **positively impacts quality of life, independence, health and/or social function.**

The practice must have a high degree of success in the targeted population and the possibility of replication in other assisted living environments.

Previous Best Practice winners, Alexis Comodore of St. Barnabas Assisted Living at Lakewood, Susan Shaffer of the Orchards at Bartley, Jackson, and Shirley Wladar of Christian Health Care Center, Wyckoff, have generously agreed to act as a resource for applicants who want help or advice on how to submit their programs for consideration.

(Alexis: 732-363-8505 Susan: 732-730-1700 Shirley: 201-848-4301)

“This program is a worthwhile initiative to identify all the collaborative work our facilities do daily to provide exemplary service. The process is simple and straightforward. Just do it!” Alexis Comodore

“The Best Practice Award process allowed us to evaluate and measure our success in a particular area. It focused us and allowed us to recognize the accomplishments we had already achieved by looking at the big picture. Winning the Award was an added bonus!” Susan Shaffer

”We knew we had come up with some innovative and easy to replicate ideas regarding the use of resident feedback. The application process did not take long and we were glad of the opportunity to share with our colleagues.” Shirley Wladar

***Watch for your “Call for Proposals” packet in the mail.
Packets will also be available for download at:***

www.state.nj.us/health – www.njanpha.org – www.njha.com – www.hcanj.org

Application deadline: June 30, 2006

Sponsored by the New Jersey Department of Health & Senior Services, Division of Health Facilities Evaluation & Licensing

Assisted Living Best Practices Program

The Social Experience: Using Resident Feedback to Enhance Activities, Recreation and Leisure

Dear Health Care Colleague:

The New Jersey Department of Health and Senior Services supports quality improvement initiatives in assisted living. The Department endorses the sharing of best practices by providers. A best practice involves the care of individuals residing in an assisted living environment that has an innovative approach, improves upon existing practice and positively impacts quality of life, independence, health or social function. The practice must have a high degree of success in the targeted population and the possibility of replication in other assisted living environments.

The goals of the Best Practices Program are:

- *To recognize assisted living providers who have implemented practices that have contributed significantly to the quality of life of individuals served and*
- *To offer other providers the opportunity to learn from and replicate these model practices.*

Application Deadline: June 30, 2006

Access the Call for Proposals form at:

**<www.hcanj.org> <www.njanpha.org>
<www.njha.com> or <www.state.nj.us/health>.**

TOPIC

The Social Experience: Using Resident Feedback to Enhance Service

Strategies, policies, and processes that result in timely, appropriate, effective communication with residents and families regarding the social and recreation experience are essential to matching expectations with actual resident outcomes and needs.

Submission Instructions

- Submissions must be on behalf of a single residence or program, not from an entire chain.
- All submissions must be prepared using Microsoft Word 2000 (or a higher version of Word).
- Entries should be submitted electronically either by e-mail to Pamela Z. Gendlek at pamela.gendlek@doh.state.nj.us or on diskette to Ms.Gendlek, Best Practices Program Coordinator, NJ Department of Health and Senior Services, P.O. Box 367, Trenton, NJ 08625-0367.
- If electronic submission is not possible, entries should be faxed to 609-633-9060 or sent via mail to the Best Practices Coordinator.

Entries should NOT include information that identifies the provider, its residents or staff.

Submission Criteria

The screening panel will use the following criteria to judge all entries in each category. The entry must:

- ✓ *Be creative and innovative beyond expected standards*
- ✓ *Have a positive impact on the residents served*
- ✓ *Have an appropriate evaluation process and measurable outcomes*
- ✓ *Be sustainable*
- ✓ *Be replicable*

Submission Review

Upon receipt, the submissions will be forwarded to a screening panel for review. They will be reviewed using the criteria listed above. As submissions warrant, the screening panel will use consultants from DHSS. Up to three best practice “awards” will be given for this topic and the decisions of the screening panel are final.

A plaque accompanied by a letter from the Commissioner of Health and Senior Services will acknowledge submissions recognized as a best practice. The awardee(s) will present their best practice at a statewide conference. The practice will also be placed on the DHSS web site.

Screening Panel Members

- New Jersey Association of Non-Profit
Homes for the Aging
- Health Care Association of New Jersey
- New Jersey Hospital Association
- Office of the Ombudsman
- DHSS – Division of Health Facilities
Evaluation & Licensing
- Administrator
- Nursing Professional
- Other Professionals as warranted by the Topic

APPLICATION FOR SUBMISSION

Respond to the questions below or provide the information requested concerning your best practice.

Introduction: (10 points)

1. *Please provide a description of your assisted living community that includes a description of the room(s) and or places where you hold activities.*
2. *Describe the types of activities you provide in-house.*
3. *Describe the types of activities you provide off campus.*

Best Practice Description/Goal (25 points)

1. *How would you describe your facility's philosophy regarding activities and activity programming?*
2. *How is the staff educated about the community's approach to activities?*
3. *What staff is involved in activities?*
4. *How does your assisted living community communicate with residents and families with respect to activities? How often does this communication occur? What materials are used to communicate with residents and families? Who is involved in this communication?*
5. *Are families, friends, etc. welcome to attend activities? If so, can they attend all activities or select ones? How is that determination made?*
6. *How does your facility collect and process feedback from residents and families about activities?*
7. *What goals have been established by your community related to activities?*
8. *How have you changed your activity program over the past year?*
9. *Do you provide for activities for a specific population in your community? (e.g. Alzheimer's, gender or culture-based programs.) If so, how do you determine what activities to provide?*

Evaluation of the Best Practice (35 points)

1. *Please describe how your community has evaluated the effectiveness of your activities, recreation and leisure programming.*
2. *Please describe how you determine your community's success in this area through resident and/or family satisfaction surveys?*
3. *Please give examples of how your community's approach to activities, recreation and leisure programming has made a difference in terms of quality of care and quality of life for the residents in your community?*
4. *Who or what process determines the effectiveness of your activities, recreation and leisure programming and when changes are necessary?*
5. *What has your community learned from this process?*

Sustainability (15 points)

- 1 Who is responsible for overseeing and maintaining your activities, recreation and leisure programming? How long has this been the case?*
- 2 How often is the program re-evaluated and by whom?*
- 3 What changes have been made over time and why?*

Replication (15 points)

- 1 What suggestions would you make to others wishing to implement a similar practice?*
- 2 What barriers did you encounter in implementing this program?*
- 3. How did you overcome them? Other advice?*